Strategic Plan 2007-2009

Our Vision

We see ITD as the trusted business partner and preferred IT provider for strategic services within government and education.

ITD's Guiding Principles

The Guiding Principles provide the foundation for our organization. These are standards for how employees and managers are expected to interact with each other and our customers. Each employee should strive to exemplify these principles and challenge management to do the same.

Respect
We treat everyone with dignity and respect.

Teamwork
We recognize ITD's success depends on partnerships and collaboration.

Achievement
We develop quality solutions that best address the needs of our state. We are committed to delivering results – on time and within budget.

Integrity
We build long-term, lasting relationships through mutual trust. We value open, honest, two-way communication.

Leadership
We encourage initiative and creativity. We are committed to investing in knowledge and expertise.

Service
We hold ourselves accountable for a positive customer experience.

Our Mission

To provide leadership and knowledge to assist our customers in achieving their mission through the innovative use of information technology.

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Information Technology Department
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North Dakota Information Technology Department Balanced Scorecard Strategy Map

	Operational Excellence	Customer Service	Business Alignment	Leadership/Innovation
Customer	C1 Meet Customer Service Delivery Expectations	C3 Provide a Positive Customer Experience / C2 Provide an "Easy to do Business With" Environment	C5 Provide IT Services as Needed / C4 Build & Maintain Strong Relationships	C6 Provide Value in IT Planning
Financial	F2 Manage Revenue / F1 Make Cost Effective Investments		F3 Align Rates With Customer Business Needs	F4 Manage Statewide Technology Spending
Internal Processes	I4 Deliver Projects On Time/Spec/Budget / I3 Deliver Solutions on Schedule / I2 Deliver Reliable & Available Services / I1 Standardize Processes & Approaches	I5 Capture & Follow-up on Customer Feedback	I6 Continuous Sharing & Understanding of Business Needs	I7 Plan for Technology Change / I9 Deploy Enterprise Solutions / I8 Facilitate EA/ Planning
Learning & Growth	L1 Attract & Hire Quality People	L2 Maintain High Employee Satisfaction	L3 Support Employee Growth & Development	L4 Retain Talented Employees